

Loudoun County, Virginia

2004

Annual Report

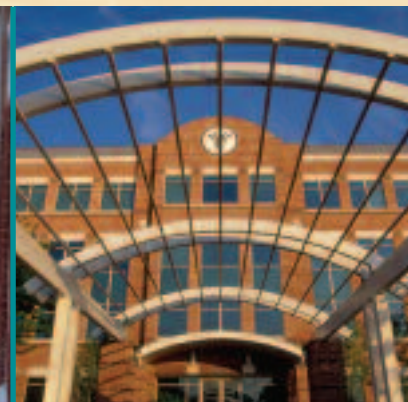






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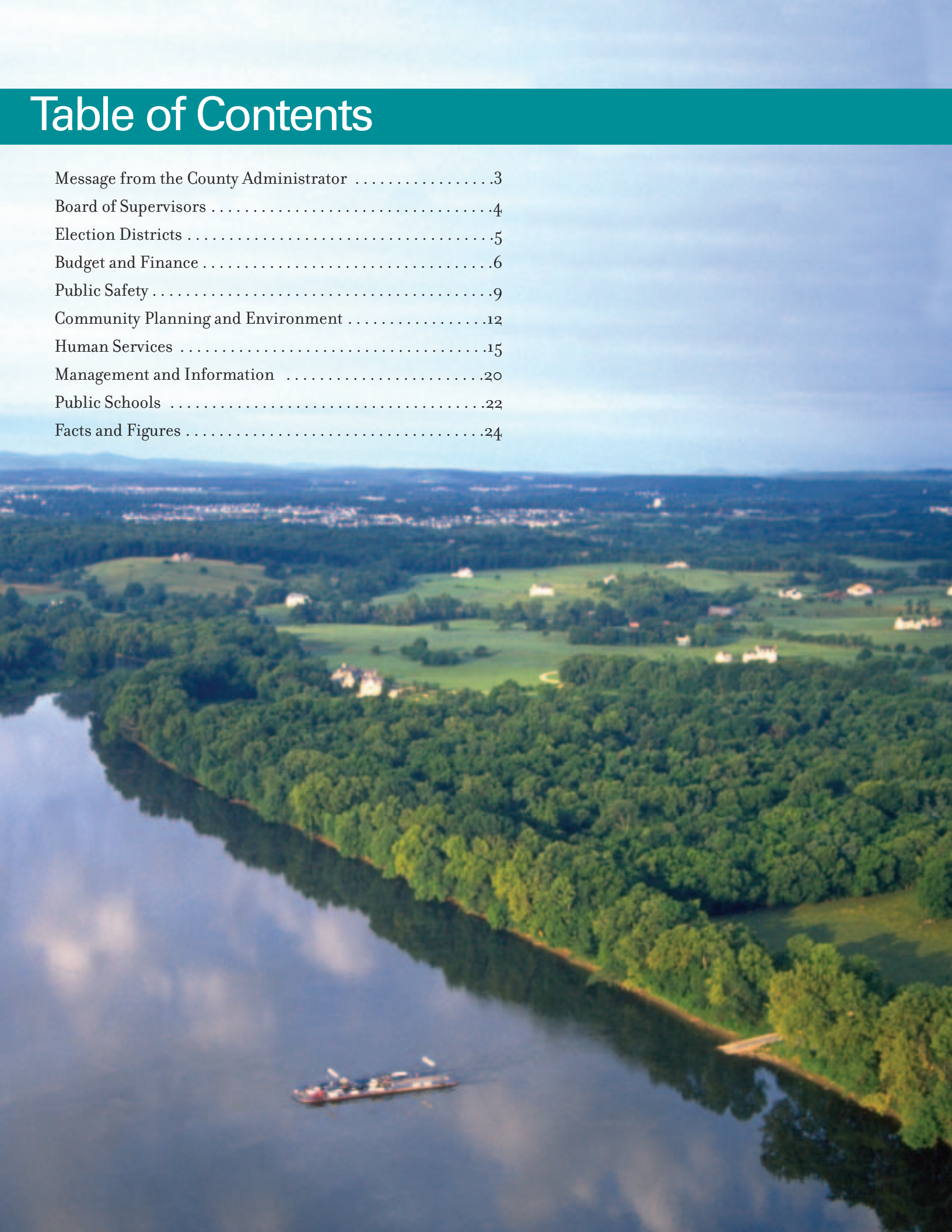
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Message from the County Administrator

To the Board of Supervisors and Citizens of Loudoun County:

It is my pleasure to present to you Loudoun County's Annual Report for the 2004 Fiscal Year. This report highlights many of the county's accomplishments as well as the challenges we have faced over the past year.

One of the goals I have set for the county organization over the years is to become known across the country as a "Top 20" organization. Like the athletic teams that appear in Top 20 rankings year after year, I believe Loudoun should be considered one of the best local governments – and best places to live – in the country.

In many respects, Loudoun exceeded that goal in FY 04. Loudoun County is clearly one of the most desirable places to live and work in the United States. The Census Bureau announced that from April 2000 to July 2003, Loudoun was ranked number one among the fastest growing counties in the country. A few months later, the Department of Labor announced that Loudoun led the nation in job growth in 2003.

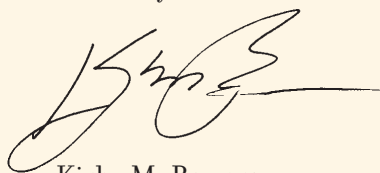
At the same time, the county has maintained its extremely high quality of life. A quality of life study conducted by American City Business Journals, Inc. ranked Loudoun in fifth place among more than 3,100 counties and independent cities in the United States. And Money Magazine ranked the Sugarland Run area of Loudoun County as one of the most desirable places to live in the country, topping the category of places in the eastern United States with a population under 100,000.

Loudoun County has also been recognized as one of the most technologically advanced county governments in the United States. In a national survey conducted by the Center for Digital Government to see how county governments use information technology to deliver services to their citizens, Loudoun ranked among the top ten counties in its population category. Loudoun also received national recognition in FY 04 in such areas as financial reporting, public information, budget presentation, procurement, and for the county website, www.loudoun.gov.

The crowning achievement of FY 04 came when Moody's Investors Service assigned Loudoun a bond rating of Aaa, the highest rating in the county's history. This top ranking indicates that Loudoun has demonstrated solid financial management and operations over an extended period of time.

As you read through this annual report for FY 04, I believe you will find that Loudoun County can rightfully make the claim to rank highly among the nation's Top 20.

Sincerely,



Kirby M. Bowers
County Administrator



Board of Supervisors

Composition and Role

Loudoun County is governed by a nine-member Board of Supervisors. The Board is headed by Chairman Scott K. York and Vice Chairman Bruce E. Tulloch.

The Chairman of the Board of Supervisors is elected by the voters at large. The other supervisors are elected from each of eight election districts in the county. All nine members serve concurrent terms of four years. The current members of the Board of Supervisors were elected in November 2003 to terms beginning January 1, 2004.

The Board of Supervisors sets county policies, adopts ordinances, appropriates funds, approves land rezonings and special exceptions to the zoning ordinance, and carries out other responsibilities set forth by the State Code.

Board Meetings

Meetings of the Loudoun County Board of Supervisors are held on the first and third Tuesday of the month, beginning at 9:30 a.m. in the Board Room of the Loudoun County Government Center, 1 Harrison Street, S.E. in Leesburg.

The Board's monthly public hearings are held on the second Tuesday of the month with public comment beginning at 6:30 p.m. and the public hearing beginning no later than 7:00 p.m.

Board of Supervisors meetings and public hearings may be seen on Government Channel 2 on cable television in Loudoun County. Cable coverage of Board meetings and public hearings is closed-captioned for the hearing impaired.

Board Committees

The Board of Supervisors has five Standing Committees: the Economic Development Committee, Finance/Government Services Committee, Land Use Committee, Public Safety Committee and Transportation Committee. The Standing Committees consider and discuss issues related to their specific functions and provide recommendations to the full Board for those that require Board action.

The Board also appoints more than 30 other commissions and committees which serve in an advisory capacity on topics ranging from open space to economic development to community services.



The Loudoun County Board of Supervisors

Back row, left to right: Jim Clem, Leesburg; Eugene Delgaudio, Sterling; Mick Staton, Sugarland Run; Stephen J. Snow, Dulles; Jim Burton, Blue Ridge. Front row, left to right: Lori Waters, Broad Run; Scott K. York, Chairman At Large; Bruce E. Tulloch, Vice Chairman, Potomac; Sally R. Kurtz, Catoclin.

Election Districts

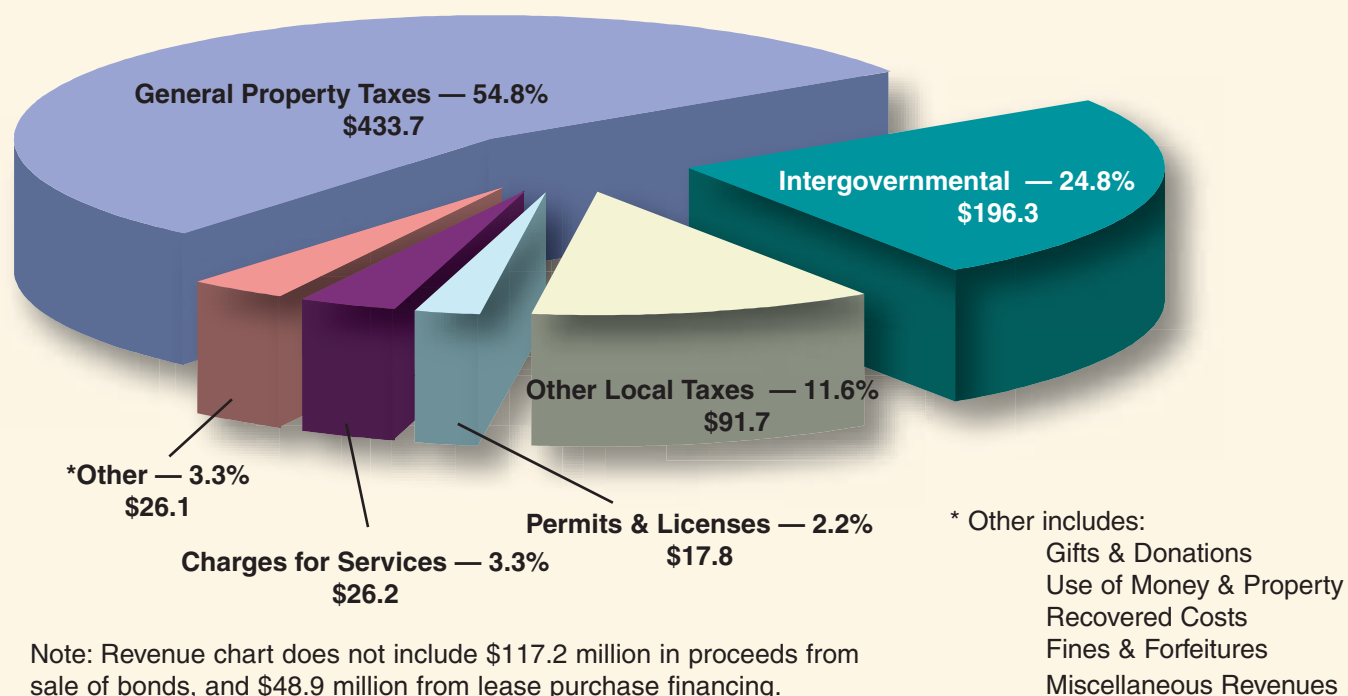


*Loudoun County has eight election districts.
The district boundaries are based on population
figures from the 2000 Census.*

Budget and Finance

FY 2004 Revenues (millions)

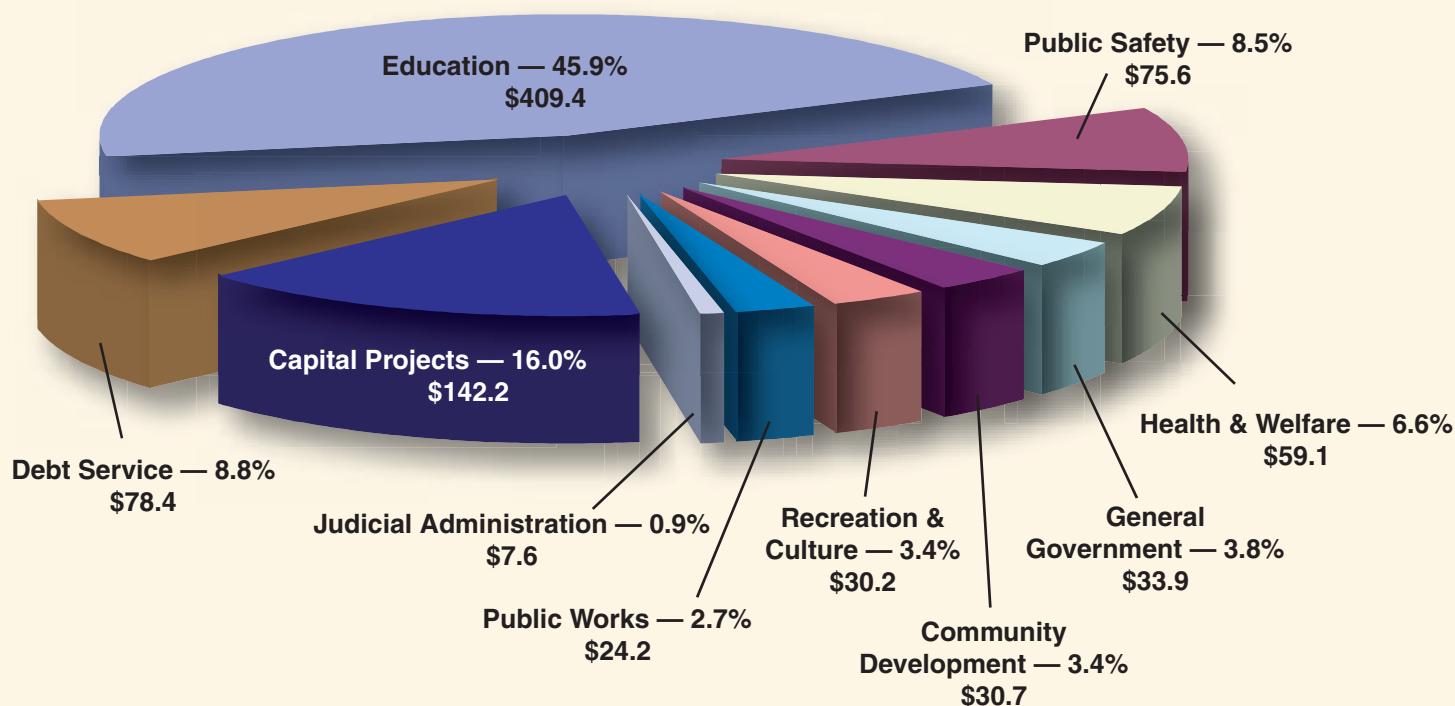
Total \$957.9



Note: Revenue chart does not include \$117.2 million in proceeds from sale of bonds, and \$48.9 million from lease purchase financing.

FY 2004 Expenditures (millions)

Total \$891.3



Financial Management

Loudoun County's excellent financial management resulted in the county receiving its first Aaa bond rating in May 2004 when Moody's Investors Service assigned Loudoun its highest rating. In upgrading Loudoun's bond rating from Aa1 to Aaa, Moody's cited "the county's strong, diverse, and growing tax base; high wealth levels; consistently solid financial performance; and moderate but increasing debt levels," adding that it expected these factors to remain favorable.

The Moody's report cited several other key factors contributing to the bond rating upgrade:

- Loudoun has a substantial, diverse tax base with a strong housing market and considerable commercial activity, including high technology, telecommunications, defense, health care and biotechnology.
- Loudoun was the leading county nationwide for job growth in the one-year period ending June 2003, with a 5.2% employment increase.
- More than 300 new businesses were established in the county during the first half of 2003 alone.
- The county's unemployment rate remained low at 2.3% as of January 2004, compared with 3.9% for the state and 6.3% for the nation.
- Loudoun has a high level of wealth, with a median family income that is 63% above the state average.

Moody's expects Loudoun's debt burden to remain manageable with

The Road to Triple-A Status

In May 2004, Loudoun County achieved Aaa status for the first time when Moody's Investors Service assigned Loudoun a bond rating of Aaa, Moody's highest rating. This upgrade in Loudoun's bond rating was the latest in a series of upgrades dating back more than 15 years. These upgrades reflect the long-term strengthening of Loudoun County's finances as evaluated by three major bond rating agencies – Moody's, Standard and Poor's and FitchRatings.

Loudoun's Bond Rating Upgrades

| | |
|-------------|---|
| July 1987 | Moody's upgrades Loudoun's bond rating from A1 to Aa |
| July 1989 | Standard and Poor's upgrades Loudoun's bond rating from A+ to AA- |
| July 1998 | Standard and Poor's upgrades Loudoun's bond rating from AA- to AA |
| August 1998 | Moody's upgrades Loudoun's bond rating from Aa to Aa2 |
| July 1999 | Moody's upgrades Loudoun's bond rating from Aa2 to Aa1 |
| May 2000 | FitchRatings upgrades Loudoun's bond rating from AA to AA+ |
| April 2001 | Standard and Poor's upgrades Loudoun's bond rating from AA to AA+ |
| May 2004 | Moody's upgrades Loudoun's bond rating from Aa1 to Aaa |

substantial planned borrowing and rapid payout.

In issuing its rating, Moody's stated that it expects that "the experienced management team's history of prudent fiscal management will support maintenance of strong fiscal flexibility," and that it believes that the county's "maintenance of ample fiscal reserves will act as an important buffer in the face of rapid economic growth."

Two other major bond rating agencies – Standard and Poor's and FitchRatings – reaffirmed strong AA ratings for Loudoun County, one step below AAA status.

Among other accomplishments in FY 2004:

- The county received a Certificate of Excellence in Financial Reporting from the Government Finance Officers Association for the 2003 Comprehensive Annual Financial Report.
- There were 5,829 e-filings for personal property tax in FY 2004, a 42% increase over FY 2002.
- There were 1,003 qualified applicants for the real estate tax relief program in FY 2003, a 7% increase.

Budget and Taxes

In April 2004, the Board of Supervisors adopted a budget totaling \$1.004 billion for the county government and school system for FY 2005. The fiscal plan provided

funding for only a few new initiatives for the general county government targeting such areas as public safety, supported living facilities for Mental Health/Mental Retardation clients, and opening of the Adult Detention Center.

The Board decreased the real property tax rate for FY 05 from \$1.11 to \$1.10 3/4 (\$1.1075) per \$100 in assessed value. About 74% of the \$588 million in local tax revenues will be used for school operating expenses and debt service, while 25% will fund general county operating expenses and debt service. The rest will be used to implement the Comprehensive Services Act for At-Risk Youth.

In all, local funding for the school system increased by \$59 million (20%) in FY 05, while local funding for the general county government increased by \$5 million (4%).

Loudoun County received the Distinguished Budget Presentation Award from the Government Finance Officers Association for the FY 2004 budget document.

Capital Improvement Program

Loudoun County's Capital Improvement Program (CIP) is a six-year forecast of general government and school facility, land and equipment needs accompanied by a financing plan to implement all projects. Total projected expenditures for the FY 2005-2010 CIP are \$789.9 million. Of this, \$591.3 million (75%) is funding for school projects and \$198.6 million (25%) is funding for general government projects.

In November 2003, voters approved the sale of General Obligation Bonds totaling \$41.9 million to fund the construction of two new elementary schools, in Leesburg and Brambleton, and two public safety centers, in Brambleton and Lansdowne.

Current and future CIP projects include:

Schools

- New high schools in the Ashburn/Dulles, western Loudoun and Leesburg areas
- Addition and renovations to Loudoun County High School
- Three new middle schools in the Ashburn/Dulles area
- Eleven new elementary schools in the Ashburn, Brambleton, Dulles, Leesburg, Hamilton and western Loudoun areas
- Renovation of five elementary schools

General Government

- Three public safety centers combining fire, rescue and law enforcement services in Lansdowne, Brambleton and western Loudoun
- An addition to the Adult Detention Center
- The Dulles South Regional Library and the Dulles South Multi-purpose Center
- Completion of the Franklin Park Performing Arts Center and renovation of the Loudoun Valley Community Center
- Four townhouses/condos and four supported living residences which are planned for MH/MR/SAS residential services
- Emergency and transitional homeless shelters
- Four regional park and ride lots
- The commencement of construction for the Dulles Transit Corridor Project.



Public Safety

Fire, Rescue and Emergency Services

Emergency planning and protecting public safety through rapid response were the primary objectives of Loudoun County public safety employees in FY 2004.

During FY 04, the Emergency Management Division was awarded a grant of approximately \$30,000 that was used to review and update the County Emergency Operations Plan. The plan, which was subsequently adopted by the Board of Supervisors, assigns broad responsibilities to local government agencies and support organizations for disaster mitigation, preparedness, response and recovery.

Also in FY 04, a Citizen Emergency Response Team (CERT) was trained and implemented. The CERT is a positive, realistic approach to emergency and disaster situations where citizens can initially be on their own and their actions can make a difference. Through training, citizens can take care of themselves first, their families second and their neighbors third, manage utilities, extinguish small fires, perform basic first aid and CPR, and search for and rescue victims safely while maintaining their safety and accountability.

The Emergency Operations Center (EOC) was activated during Hurricane Isabel to ensure timely handling of all routine and storm-related emergency incidents.



Emergency Preparedness Grant

Loudoun County received \$2.26 million through the Department of Justice, State and Local Emergency Preparedness Grant Program in FY 04. This provided funding for:

- Communications Command Unit
- Ladder Truck for Purcellville Volunteer Fire Company
- Bomb Squad Supplies
- Battalion Chief Vehicles
- T1 Lines
- Mobile Data Terminals
- Hazardous Materials Supplies and Equipment
- Mass Care/Mass Casualty Trailers and Equipment
- Software for Reverse 911 notification system
- Software for Records and System Status Management
- EOC Computer Equipment and Upgrades to Phone Systems

A countywide weather spotter network was also implemented, and Loudoun County achieved recognition as a Storm Ready Community.

In September 2003, Hurricane Isabel swept through the county causing downed power lines, flooded roads and damaged buildings. Public safety and emergency management personnel were challenged to help residents recover.

The Emergency Operations Center (EOC) was activated to ensure timely handling of all routine and storm-related emergency incidents. Over the course of more than 24 hours, members of the EOC, from a variety of county departments and other agencies, staffed the center and worked together to coordinate vital information and take appropriate actions.

Emergency Incidents

| Year | Fire | Medical |
|-------|-------|---------|
| FY 02 | 4,881 | 12,300 |
| FY 03 | 4,777 | 13,165 |
| FY 04 | 5,467 | 13,819 |

Loudoun County Fire-Rescue System responded to 20,379 incidents in FY 04, an increase of approximately 7.6% over the previous year. It is anticipated that this growth will continue with an increase in calls of nearly 19.6% by FY 2009.

Following the successful completion of two 20-week recruit academies, fire and rescue stations located in Middleburg, Round Hill, Ashburn, Lucketts, Leesburg, and Moorefield (Broadlands) were augmented with additional career staff during FY 04.

The department's hazardous materials and bomb response teams completed advanced training with sophisticated equipment to expand related response services, to include procurement and construction of a new hazardous materials response unit.

During FY 04, Loudoun County Fire and Rescue sought and received several grants totaling over \$4.7 million to augment local fire-rescue readiness and services.

This includes approximately \$37,000 from the Firefighter Assistance Grant for Public Safety and Education. This matching grant will be used to purchase an all hazards safety trailer that will serve as an educational tool throughout the county to instruct the public

on a variety of life safety issues.

Loudoun County was awarded approximately \$528,000 from the U.S. Department of Homeland Security. The funds will be used to augment local fire, rescue and emergency management readiness.

Law Enforcement

In FY 2004 the Loudoun County Sheriff's Office joined the 10th Congressional District Gang Task Force, a joint effort of the counties of Loudoun, Fairfax and Prince William, the towns of Leesburg and Herndon, and the cities of Manassas and Manassas Park. In its first six months, the task force netted 65 felony arrests and 137 misdemeanor arrests.

Following Hurricane Isabel in September, severe flooding kept deputies busy for several days as they dealt with the closure of numerous roads throughout the county. The torrential rains caused damage to many buildings including the Sheriff's office building in Leesburg. A collapsed ceiling forced the administrative and criminal investigations offices to move to temporary quarters in Sterling.



In January 2004, Sheriff's investigators solved a case by identifying a murder victim dating back to 1996. The investigation led to the arrest of an acquaintance charged with bank fraud, mail and wire fraud, and theft of social security payments. Further charges are pending.

To ensure the safety of the courts, the Sheriff's Office Court Security Section began screening all visitors conducting business at the Loudoun County Courthouse. Officers now screen large bags with an x-ray

The Loudoun County Sheriff's Office participated in a service at the National Law Enforcement Memorial in Washington, D.C.



Sheriff's Office Calls for Service

| Year | Calls |
|-------|---------|
| FY 02 | 132,649 |
| FY 03 | 143,191 |
| FY 04 | 164,818 |

scanner and hand search small personal belongings. Visitors are required to pass through a magnetometer.

The unprecedented growth in Loudoun County, along with the increase in traffic volume, has led to the need to put deputies closer to the communities they serve. Several locations have been established to serve as substations, augmenting the Sheriff's Office community policing objectives.

To improve efficiency, patrol sectors were redesigned. Additionally, electronic offense reporting was implemented, reducing deputy paperwork and allowing patrol officers more time on the streets.

Judicial Administration

Recognizing the fact that Loudoun County is one of only a few counties in the Commonwealth that has records dating from the beginning of the county, which was formed in 1757, the Clerk of the Circuit Court

established a position for a full-time archival records manager in FY 04.

In addition, the Library of Virginia awarded a grant of nearly \$18,000 for the preservation of historic records. The archival records manager will work to safeguard and preserve the hundreds of thousands of permanent records such as wills, deeds, marriage licenses, and birth and death certificates.

Animal Care and Control

The animal population in Loudoun County is growing along with the human population. Loudoun County Animal Care and Control found homes for 1,008 homeless pets in FY 04, an increase of 131 animals, or 15%. New marketing programs, including weekly cable television and radio shows, special events and a new monthly e-mail newsletter, attracted more visitors to the animal shelter.

Loudoun County Animal Care and Control issued 11,697 dog licenses in FY 04, up 24% from the 9,433 issued the previous year. An aggressive marketing campaign contributed to the record-breaking number.

Loudoun's nationally recognized shelter is one of only 34 animal shelters selected to participate in the Tour for Life. The shelter was selected from more than 2,200 animal shelters in North America. The goal of the 34-city Tour for Life, which traveled from San Francisco to New York, was to spotlight animal shelters as the best place to adopt a pet and make the public aware that shelter dogs and cats are wonderful lifetime companions.

In March 2004, Loudoun County Animal Care and Control launched a program to work with local breed rescue groups to transfer animals from the shelter into breed rescue foster homes. Nine breed rescue organizations have enrolled in the program, and several other organizations have applications pending.

In June, Animal Care and Control Director Tim Crum presented a national webinar entitled "Media Relations 101: How to Make a Name for Your Shelter," presented by PETsMART Charities.

Loudoun County is one of only a few counties in the Commonwealth that has records dating from the beginning of the county in 1757.



Community Planning and Environment

Loudoun County's growth and economic development continued to make national headlines in FY 2004.

- Loudoun was first in the nation in job growth among the largest counties in the United States.
- Loudoun topped the U.S. Census Bureau's list of the nation's fastest growing counties.
- The quality of life in Loudoun was rated among the best in the country in a study by American City Business Journals, Inc.

Locally, the county gathered together elected officials, business leaders, government staff and members of the general public in March 2004 for the Loudoun Business Roundtable, the first in a series of dialogues between the county government and the business community. The event featured an update on the county's continuing efforts to streamline economic development and land use practices.

The county's Economic Development Commission began a review process which led to an updated Economic Development Strategic Plan adopted by the Board of Supervisors in FY 2005. The plan calls for the creation of "an innovative, globally competitive economy known for its business environment, exceptional quality of place and strong sense of community."

The Department of Economic Development conducted an in-depth study and market analysis of land

zoned for office and industrial use in eastern Loudoun which identified potential opportunities for landowners, developers and local government officials to achieve future economic development success.

Major economic development projects in FY04 included the launch of Independence Air with more than 300 daily flights from Dulles Airport and continuing construction by the Howard Hughes Medical Institute on its nearly 700,000-square-foot biomedical research facility at Janelia Farm.

For the first time, a modern supermarket courted Loudoun's agricultural farm producers. The February 2004 opening of Wegmans marked the start of a strong business relationship between the supermarket and several Loudoun farms producing fresh foods and wines.

The Main Street Loudoun Partnership completed its first full year of operations, providing small business assistance and downtown development consulting services for all seven Loudoun towns and many of its villages.



Loudoun was first in the nation in job growth among the largest counties in the United States.

Transportation

Loudoun County acquired its first fleet of commuter coaches in FY 04, buying nearly two dozen buses for the Loudoun County Transit service from Loudoun to Rosslyn, the Pentagon and Washington D.C., and the reverse commute service that brings riders to employers in Loudoun.

The county added a new park and ride lot at Lowes Island in eastern Loudoun. The park and ride lots are critical to the expansion of the commuter bus service, which saw ridership increase by 27.5% over last year, with total passenger trips approaching 400,000 for FY 04.

The Office of Transportation Services planned and developed the "Dulles 2 Dulles" fixed route service. The service, operated by Virginia Regional Transportation Association, provides Loudoun County residents with service to Dulles Airport and enables riders from neighboring localities to get to employment centers within the county.

The Office of Transportation Services received the Innovative Program Award from the Virginia Transit Association for the "LC Alert" notification system which provides riders with updated transit information via e-mail or text messaging.

The "Road Club" was inaugurated in FY 04, a cooperative undertaking between the Office of Transportation Services and developers along Route 659. The initial project involves the widening of Route 659 between the Greenway and Truro Parish Road. Right-of-way, construction plans and funding are being provided by the developers.

Planning

FY 04 was a year of transition for Loudoun County planning policies.

The Board adopted a resolution of intent to amend the county's Zoning Ordinance to allow the extension of central water and sewer service into some 23,000 acres in central Loudoun known as the Transition Area.

The Board also approved an amendment to the county's Comprehensive Plan to allow active and passive recreation facilities in floodplains. Active facilities include physical education and athletic fields, and supporting elements such as goal posts, fences and dugouts. Passive recreational uses include hiking, biking, horseback riding, picnicking, camping, climbing, hunting, fishing and wildlife viewing. The permitted uses are intended to have minimal adverse effects on wildlife, aquatic life, forests, wetlands and archaeological and historic sites.

Land Development

The sounds of hammers and saws wielded by construction crews were common throughout Loudoun in FY 04.

A new tool to help schedule construction inspections enjoyed extraordinary success in its first year of operation. In the first quarter of 2004 alone, more than 16,000 inspections were scheduled online through the Loudoun County Web-Automated Inspection Request System. Users of the system are finding it to be user-friendly and an efficient way of doing business with the county.

Environment

The new expansion cell at the Loudoun County Solid Waste Management Facility opened for business and began accepting loads of waste in FY 04. The first expansion cell at the landfill since 1993 covers about seven-and-a-half acres, and includes a geo-synthetic clay liner, topped by a flexible membrane liner. Construction of the new cell involved the demolition and removal of thousands of cubic yards of rocks and other unsuitable materials.

More customers than ever took advantage of the many services offered at the Loudoun County landfill, which restored a six-day-

Commuter Bus Passenger Trips

| Year | Trips |
|-------|---------|
| FY 02 | 201,424 |
| FY 03 | 284,614 |
| FY 04 | 392,901 |



FY 2004

| | |
|--------------------------------|---------|
| Building Code Inspections: | 325,190 |
| Building Permits: | 66,848 |
| Land Development applications: | 1,128 |

a-week operation schedule.

The annual customer count was a record 78,039, while the facility set a one-day record of 747 customers in June 2004.

The Virginia Department of Environmental Quality approved the Solid Waste Management Plan submitted on behalf of the Loudoun County Solid Waste Management Planning District in April. That gave the district the distinction of being the first jurisdiction in the state not only to submit a plan, but also to have it approved.

One of the goals of the plan was fulfilled in FY 04 with the opening of a new recycling center in western

Loudoun in October. The new center in Hamilton is located at the Loudoun County Public Schools Support Service Annex and is a partnership between the schools and the Office of Solid Waste Management.

Also in October, the county launched a major program to deal with the increasingly significant issue of stormwater runoff and the discharge of pollutants into waterways. With the adoption of a stormwater management ordinance, the county established a program spearheaded by the Department of General Services to include the design, development, improvement, operation, inspection, maintenance and oversight of the stormwater

management system.

Earlier, state regulators had approved the county's discharge elimination system, enabling the legal discharge of stormwater into rivers and streams.

The county helped cut down on fuel emissions by doubling its fleet of hybrid vehicles from three to six.

The county also worked with state agencies, local groups and citizens to develop the Catocin Creek Water Quality Implementation Plan to restore the water quality of the creek to meet standards acceptable for public use.



Human Services

Focus on Youth

Loudoun County launched new initiatives to help meet the needs of young people in FY 2004.

The Virginia Department of Criminal Justice Services awarded \$216,441 to Loudoun County to implement the Young Offender Project. The program is aimed at preventing youngsters ages 13 and under, who are already in the juvenile justice system, from becoming recurring offenders. The project is a collaborative effort among several county agencies, including the Departments of Mental Health/Mental Retardation/Substance Abuse Services; Parks, Recreation and Community Services; Social Services; and the Juvenile Court Service Unit.

In June, the Advisory Commission on Youth, along with the Board of Supervisors and the Loudoun Public Schools, held a community forum on youth in which participants used a small group process to identify current youth needs. Interested participants also signed up for the Loudoun Youth Initiative Advisory Task Force for a summer and fall youth outreach effort.

Spanish Language Forum

Loudoun County partnered with the La Voz organization and held a forum to discuss the needs of the county's growing number of Spanish-speaking residents. A wide-range of public and private sector service providers were represented, including the courts system, health care workers, schools, social services, law enforcement, and nonprofit groups.

Health Department

The Health Department successfully established the Loudoun Medical Reserve Corps in November 2003 and exceeded its goal for recruiting and training physicians, nurses, pharmacists, and other Loudoun County citizens to respond to natural and man-made disasters in the county.

The Virginia Department of Health honored the Loudoun Health Department staff with awards for their work in protecting residents from outbreaks of disease.

Epidemiologist Benita Boyer was honored for her work investigating, preparing for and preventing the spread of communicable disease in the county. Boyer was also recognized for the formation of the All-Hazard Emergency Response

Team (ALERT), which also received an award.

ALERT was created to improve coordination between Health Department divisions and enhance emergency preparedness for the staff. Some of the key accomplishments of this team include training in emergency preparedness, implementation of an emergency communication network, fit-testing personal protection masks, and participation in a statewide bioterrorism drill.

The department's Environmental Health Division improved customer service and efficiency by adding a number of forms and lists to the Loudoun County Government Website. These forms and lists can be downloaded and printed by the public.

The division also developed a comprehensive plan and sticker identification program to reduce illegal mobile food units, which can pose a significant risk of food borne illness. Thanks to the cooperative efforts of the Health Department, the Commissioner of the Revenue, Virginia Department of Alcoholic Beverage Control, law enforcement agencies, and the superintendents of

Glenda Velasquez, intern with Department of Social Services, assisted in the dental clinic by interpreting for Spanish-speaking patients.



Social Services Front Counter Visits

| | |
|-------|--------|
| FY 02 | 20,394 |
| FY 03 | 25,857 |
| FY 04 | 34,049 |



*Clockwise from above:
Family Connections
Alumni Teen Volunteers
were honored for their
efforts; Volunteer Services
Board President Dave Tong
presents Volunteer of the
Year award to Lisa
Walker; Health
Department staff
immunize county
residents against
communicable diseases;
and Terry Fairfax works
with pre-school students
at Loudoun Valley
Community Center.*



building sites, the effort has resulted in a safer food source for laborers and construction workers in Loudoun County.

The Community Health Division and Loudoun Healthcare worked together to increase access to prenatal care for low-income women. They formed a public/private partnership with a local obstetrician to co-manage all maternity services for women who would otherwise have no access to prenatal care. As a result of this intervention, more than 250 pregnant women received prenatal

care in FY 04 and the number of women who gave birth with no prenatal care declined.

Community health officials also created a Nutritionist Assistant Training Program to help provide nutrition education to the county's most vulnerable citizens through the Special Supplemental Nutrition Program for Women, Infants and Children (WIC). Fully funded through a federal grant, the program provides a ready pool of certified Nutritionist Assistants. In the past, the county had to hire and pay for the

training of employees before they could become certified.

Mental Health/ Mental Retardation/ Substance Abuse Services

The Community Resilience Project of Loudoun County, which offered counseling and referral for those affected by the September 11, 2001, terrorist attacks and their aftermath, ceased operations in FY 04. But the project continued to sponsor a free, anonymous online mental health screening tool available on the

Loudoun County Government Website.

Social Services

Loudoun County's innovative home-sharing program, Operation Match, was named Best Housing Program when the Virginia Housing Awards were presented at the Governor's Housing Conference. Operation Match offers choices to people who might otherwise have limited options. The program provides an opportunity for individuals who want to share their homes with someone who is in need of a place to live. The program helps reduce housing costs while encouraging independence and self-sufficiency.

The Department of Social Services continued its support of many programs that help children, including the Fresh Air/Full Care campaign, which raises money to send dozens of children from low-income working families to summer camp; the Share-a-Haircut campaign, in which the Hair Cuttery donates free haircuts to needy children in time for the start of the school year; and the School Supply Collection Drive, which helps children of low-income families return to the classroom prepared for the school year ahead and ready to learn.

The department honored local foster parents with a Foster Family Appreciation Picnic, highlighting the invaluable service that foster families provide for vulnerable children.

The Community Holiday Coalition once again brightened the holiday season for many by providing food baskets, personal care items, new

clothing, toys, filled stockings and more for nearly 1,100 families, including more than 2,100 children under the age of 18.

The department's Workforce Resource Center organized the second annual Loudoun Career Fair, attracting nearly 1,000 job seekers and more than 70 exhibitors, including employers with job opportunities at all levels in a broad range of fields as well as educational institutions and other agencies that provide job skills training.

Extension

Leadership of the Loudoun County Extension Office changed hands in FY 2004 with the hiring of Corey Childs as the new director, following the retirement of longtime extension agent Gary Hornbaker.

The Extension Office served as the educational advisor to the Loudoun-based Old Dominion Livestock Marketing Association and assisted with several State Graded Sheep and Goat sales. These sales resulted in a 17% average increase in the price per head as compared to a typical livestock sale.

More than two dozen people were added to the rolls of the Master Gardener Volunteer Program in Loudoun County. There are now more than 115 active Master Gardeners who contribute their gardening expertise to the community with thousands of volunteers hours every year.

Loudoun County's 4-H Wildlife Habitat Evaluation team once again traveled to the national contest representing Virginia. Lauren Freeman, Lauren Kope, Meredith

Kope and Matthew Roberts attended the National Invitational Contest in New Mexico. This was the third consecutive year that a team from Loudoun qualified for this event.

Eighty-seven food managers participated in the ServSafe Food Sanitation Program, with 86 percent receiving certification from the National Restaurant Association after successfully completing the exam. The participants represented restaurants, day care centers, nursing homes, hospitals, grocery stores, caterers, and temporary food vendors.

Volunteer financial counselors assisted 137 families with free and confidential one-on-one counseling and held workshops for low-income adults. Through this service, 86% of those who feared bankruptcy were able to avoid it; 85% who feared eviction were able to keep their homes; and 89% of clients overwhelmed by debt reduced it by \$1,500 or more.

Hundreds of high school students in Loudoun County received a "reality check" on their financial future through Reality Store events sponsored by the Extension Office. The program includes simulations designed to help students gain an understanding of the importance of setting goals, making sound financial choices and planning their careers.

Library Services

In August 2003, the much-anticipated Ashburn Library opened its doors as more than 4,500 community members attended the four-hour grand opening. On opening day, the Ashburn staff circulated 4,663 items, checked in 697 items belonging to other branches and issued 200 new cards for Ashburn borrowers. Additionally, 111 requests were placed online with Ashburn Library as a pickup point. The Ashburn Library is the seventh branch in the library system.

To improve customer service and efficiency, the Loudoun County Public Library initiated many improvements, including self-checkout machines, handling an average of 17% of the circulation at the branches; e-mail notification, which informs customers of their holds and notifies them of their overdue materials; and electronic signup for public Internet workstations, which frees reference staff from monitoring the wait for the popular Internet access stations. With library patrons spending more time online, the library broadened its web page and online services.

Updates include a webpage quick link to the library's "Book Discussions in a Bag." These kits

provide everything needed for customers to hold book discussions on their own. The webpage also has a new link that allows customers to "Suggest-A-Title." The newest addition to the library's online reference services is "Live Chat," which is similar to instant messaging and lets customers talk with Loudoun County Public Library Reference Librarians.

During the year, the library added eight new databases to its webpage. Among the titles are the *Historical New York Times*, *Historical Washington Post* and *Historical Wall Street Journal*, which offer full page and article images with searchable full text back to the first issue.

The Summer Reading Program, "Once Upon a Time...and ever after" encouraged 13,000 children and teens to keep reading and using the library during the vacation months. More than 300 teens contributed volunteer hours to this year's program. Children who completed

the Summer Reading Program received a book of their choice.

The Loudoun County Public Library received a variety of grants which extended services, provided humanities programming and promoted reading to teens. Grant funding was received from the National Endowment for the Humanities, Virginia Commission for the Arts, John D. and Catherine T. MacArthur Foundation, Ford Foundation, and the American Library Association.

The Loudoun County Public Library also received a \$2.5 million gift and a 25% share of the residual of the estate of Valeria Harris Symington. The gift is to be used for the enhancement of the Rust Library in Leesburg.



More than 300 teens contributed volunteer hours to the library's Summer Reading Program entitled "Once Upon a Time... and ever after."



| Year | Materials Circulated* |
|-------|-----------------------|
| FY 02 | 2,258,834 |
| FY 03 | 2,522,100 |
| FY 04 | 3,100,649 |

*Books, CDs, Videos, Magazines

Parks, Recreation and Community Services

To meet the growing needs of an active community, Loudoun County's Department of Parks, Recreation and Community Services dedicated and opened three new public facilities in FY 2004.

The Loudoun Heritage Farm Museum, located at Claude Moore Park, was dedicated on September 27, 2003, and welcomed 2,000 visitors on opening day. April 17, 2004, marked the dedication of a new park in South Riding featuring a basketball court, one volleyball court, two soccer fields, and three tennis courts. That same day, the department opened and dedicated a new 12-mile, pilot equestrian and hiking trail near the county's Solid Waste Management Facility.

In coordination with the Department of Information Technology, Parks, Recreation and Community Services launched WebTrac, a new web-based registration program. Using the Internet, citizens can now register and pay for Parks, Recreation and Community Services classes, trips and activities, 24 hours a day, seven days a week. More than 77,000 transactions were completed via WebTrac in the first few months of operation.

In September 2003, the department's County After School Activities (CASA) Program celebrated its 20th anniversary. The program, which began as a pilot program at four locations, now serves 36 schools at 32 sites across the county.

VSA arts Virginia-Loudoun County was selected to represent Virginia and performed at the Very Special Arts International Festival, which was held June 10-12, 2004, in Washington, D.C. VSA arts of Virginia-Loudoun County is an integrated visual and performing arts program that provides the opportunity for individuals, with and without physical and mental disabilities, to explore the arts.

National Recreation and Parks magazine selected Banshee Reeks Nature Preserve as a great park nationwide in September 2003.

The Department of Parks, Recreation and Community Services sponsored several sports tournaments. In FY 04, the first United States Specialty Sports Association Baseball Tournament was held in Loudoun County. In addition, in July 2003, the

Pony National Softball Tournament was held in the county for the ninth consecutive year.



The Girls Inc. program, a national nonprofit youth organization dedicated to inspiring all girls to be strong, smart, and bold, received a certificate of recognition from the National Recreation and Parks Association for the excellent quality of the program.

National Recreation and Parks magazine selected Banshee Reeks Nature Preserve as a great park nationwide.



Sports Program Participants

| | |
|-------|--------|
| FY 02 | 58,861 |
| FY 03 | 63,469 |
| FY 04 | 77,145 |

Management and Information

Management and Operations

Loudoun County is recognized nationally among local governments for its innovative programs to improve service and efficiency. In 2004, two Loudoun County staff teams were selected through a competitive process to present county initiatives at the Innovation Group's national Transforming Local Government Conference:

- Family Connections – a unique educational and therapeutic program for at-risk teens and their families with quantifiable positive results; and
- e-Procurement – Loudoun's electronic procurement initiatives, demonstrating service excellence through effective use of information systems, web-based services and vendor partnerships.

The professionalism of the Loudoun County Procurement Office helped the county achieve the Excellence in Procurement Award from the National Purchasing Institute for the fifth year in a row in 2003. Loudoun is one of only 21 public and nonprofit organizations in the nation to receive the award five times.

Loudoun's Procurement Office was also one of just 59 local, state and federal agencies to receive the Outstanding Agency Achievement Award from the National Institute of Government Purchasing in 2003.

The county's continued commitment to excellent customer service was emphasized in an ongoing training program for frontline employees and observance of National Customer Service Week.

Several county employees graduated from an intensive Spanish language course in July 2003. They achieved a level of proficiency that will allow them to communicate more effectively with the county's growing Spanish-speaking population.

Public Information

The county continued to expand its efforts to engage and involve individuals and communities. The 12-year-old Leadership Loudoun program, co-sponsored by the county government, graduated a new class of 23 current and emerging community leaders.

The county's Public Information Office received national recognition for the Discover Loudoun program, a citizens' academy that is designed to

inform and engage residents about Loudoun County government, business, education and non-profit organizations.

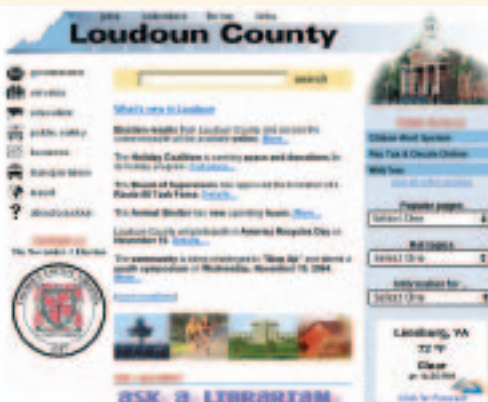
The National Association of County Information Officers (NACIO) awarded a "Superior" rating to the county for Discover Loudoun – Student Series, a special class of the citizens' academy which was designed for middle- and high-school students. Over a three-day period in June 2004, a class of 28 young leaders toured the county, engaged in leadership and team-building activities, and learned about local issues and government.

www.loudoun.gov

For the sixth time in seven years, Loudoun County's website was recognized as one of the nation's top county government websites by the National Association of County Information Officers, which gave the website its highest rating.

The number of pages viewed on the county website increased by 44% in FY 04, as users visited over 14 million pages. Among the most popular offerings on the website were the database of land parcels, a searchable list of employment opportunities with the county

Loudoun County's website, www.loudoun.gov, was again recognized as one of the nation's top county government websites.



Year

Webpages Viewed

FY 02

6.24 million

FY 03

10.06 million

FY 04

14.45 million



Middle school students from the Discover Loudoun program enjoy the challenges of the ropes course — designed to establish trust, leadership and camaraderie among peers.



government, photos of animals available for adoption at the Animal Shelter, information about transportation and commuting, the online library catalog, and information on taxes and online payments.

New offerings on the county website include WebTrac, an online registration system for Parks, Recreation and Community Services; the Codified Ordinances of Loudoun County; information about the county's advisory boards, committees and commissions; court cases related to the comprehensive Zoning Ordinance amendments adopted by the Board of Supervisors in 2003; and expanded information about probate, environmental initiatives, and the Economic Development Commission.

Loudoun residents can also use the county website to find out how much they owe in personal property taxes and decal fees. The "Personal Property Search & Pay" system allows them to see whether they owe personal property taxes and, if so, how much. If they do owe taxes, they

can then pay online by e-check or credit card.

Information Technology

Loudoun County was recognized in 2004 as one of most technologically advanced county governments in the United States.

The Center for Digital Government conducted a national survey of how county governments are evolving in their use of information technology to deliver services to their citizens. The 2004 Digital Counties Survey placed Loudoun among the top ten counties in its population category.

Examples of the county's innovative uses of technology include the Citizen Alert System and Electronic Paystubs program.

Usage of the county's web-based Citizen Alert System, developed by the Department of Information Technology, grew steadily in FY 04. The Citizen Alert System allows residents to receive e-mail or text notifications over their cellular phone or pager.

Subscribers can register to receive alerts in various categories such as road closures, safety information, missing persons, violent crimes, wanted persons, news releases, sports cancellations, emergency situations or other important developments. During FY 04, the number of subscribers to the alert system more than tripled, to over 3,000 subscribers.

Loudoun County's innovative Electronic Paystubs ("ePayStubs") program was selected as a recipient of the Virginia Association of Counties' 2004 Achievement Award. The ePayStubs program uses web technology to provide electronic pay stubs to about 3,000 Loudoun County employees, most of whom are paid through direct deposit. The new system, which went online in 2003, replaced the traditional method of printing thousands of paper pay stubs every two weeks, counting them manually and delivering them to a central location for distribution.

Loudoun County Public Schools

Overview

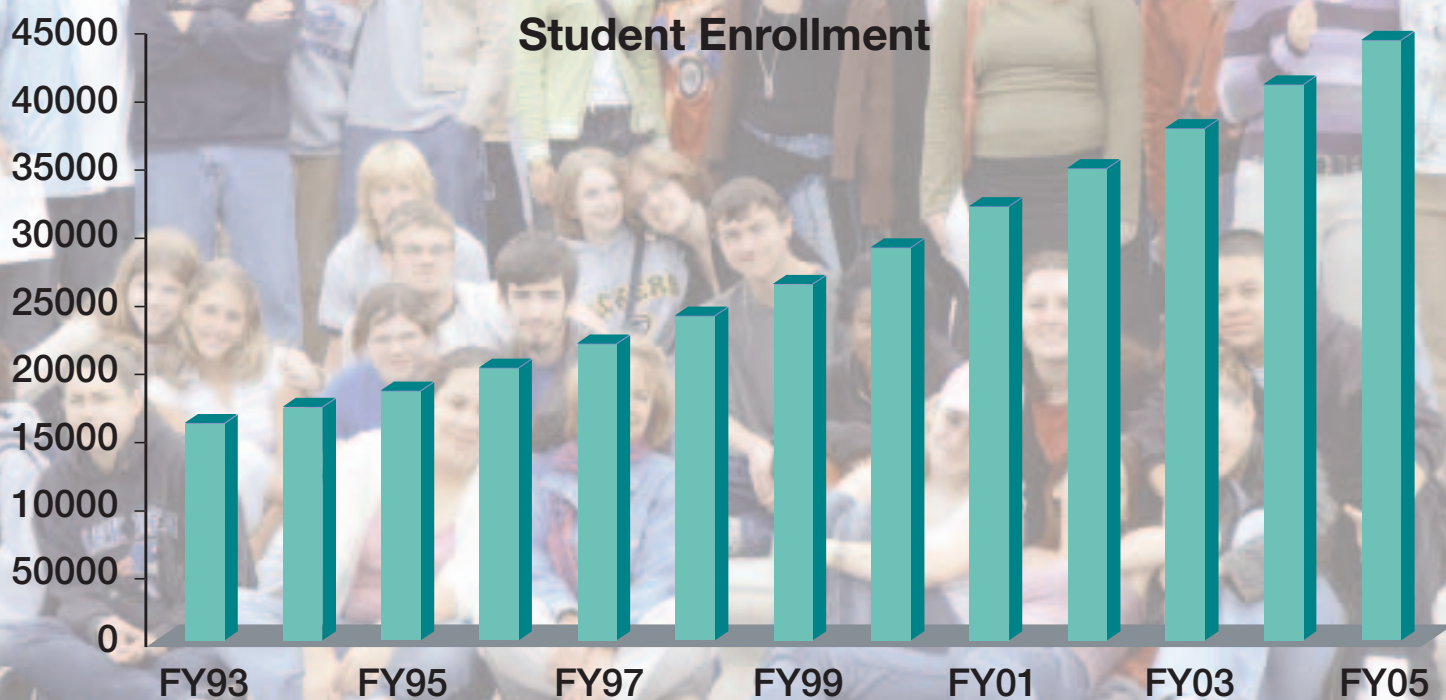
The education of Loudoun County's young people continued to be among the very highest priorities of the Board of Supervisors in FY 2004. Public school funding remained the largest single category of the county budget, with about 74% of local tax funding being allocated to support school operations and debt service.

In the FY 2005 budget process, the Board of Supervisors authorized an increase of \$59 million (20%) in local funds for Loudoun County Public Schools' operations, to help the school system meet the needs of the rapidly growing student population.

School enrollment grew about 8.6% in just one year, from 37,532 in 2002-2003 to 40,751 at the beginning of the 2003-2004 school year.

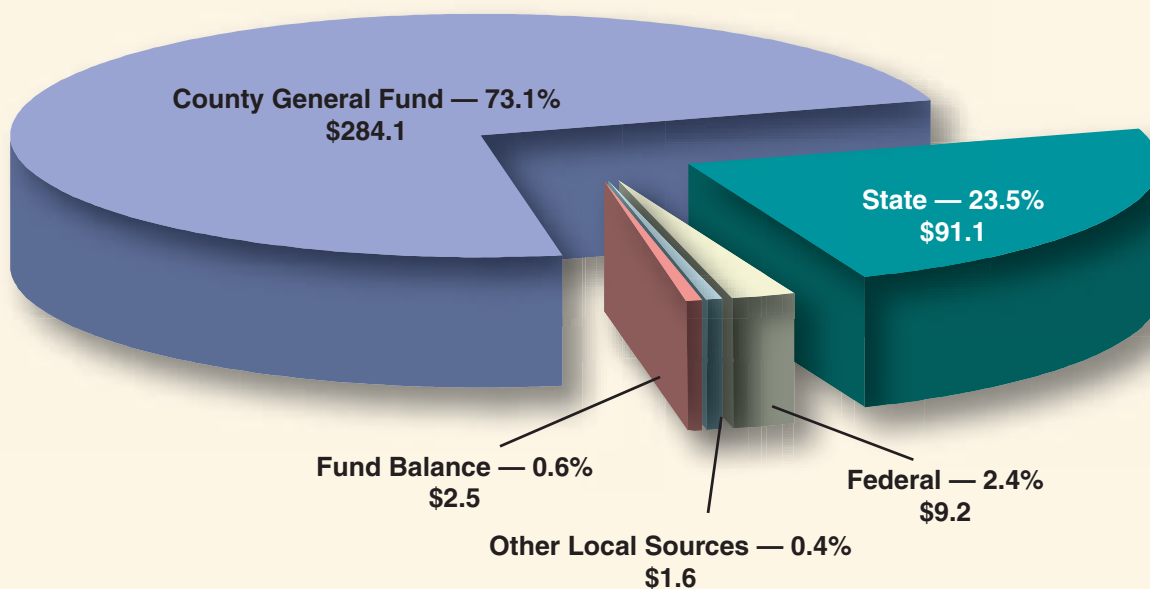
The school system hired 458 new teachers, bringing the total number of teachers to 3,358 – an increase of 15.8% over the previous year.

Five new schools – three elementary schools, one middle school and one high school – opened in the fall of 2004, bringing the total number of schools to 61. Three more schools were under construction and slated to open in the fall of 2004.



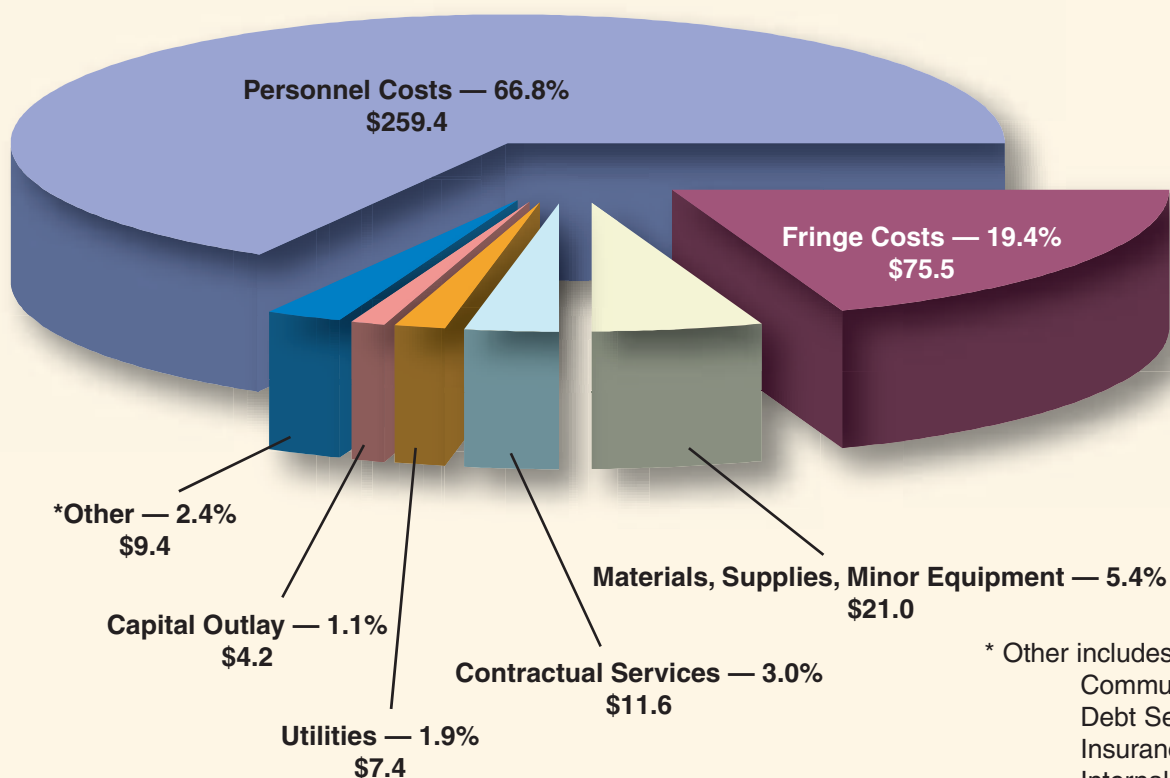
FY 2004 Revenues (millions)

Total \$388.5



FY 2004 Expenditures (millions)

Total \$388.5



* Other includes:
 Communication
 Debt Service
 Insurance
 Internal Services
 Leases & Rentals
 Mileage Reimbursement
 Training & Continuing Education

Facts and Figures

Population Characteristics

| Population | Households |
|------------|------------|
| 1980* | 18,670 |
| 1990* | 30,490 |
| 2000* | 59,900 |
| 2004** | 81,258 |
| 2010** | 110,535 |

Source: * U.S. Census; ** Loudoun County Estimates

Age Characteristics of the Population (2003)

| Age Group | Percentage |
|-------------|------------|
| <5 years | 10% |
| 5-18 years | 21% |
| 19-24 years | 5% |
| 25-44 years | 39% |
| 45-64 years | 20% |
| 65-74 years | 3% |
| 75+ years | 2% |

Source: U.S. Census, Loudoun County Department of Economic Development

Race/Ethnicity Characteristics of the Population (2003)

| Race/Ethnicity | Percentage |
|------------------------|------------|
| White | 83% |
| Black | 7% |
| Asian/Pacific Islander | 5% |
| Other | 2% |
| Two or more Races | 2% |
| Hispanic | 7% |

Source: U.S. Census, Loudoun County Department of Economic Development

| Average Income | Per Capita | Household |
|----------------|------------|-----------|
| 2002 | \$41,312 | \$116,861 |
| 2003 | \$42,725 | \$120,762 |
| 2004 | \$44,687 | \$126,102 |

Source: U.S. Bureau of Economic Analysis and Loudoun County Fiscal Impact Committee

Housing Inventory (2003)

| Housing Type | Percentage |
|------------------------|------------|
| Single Family Detached | 53.7% |
| Single Family Attached | 26.4% |
| Multifamily | 19.9% |

Source: U.S. Census, Loudoun County Department of Economic Development

Public Education

| Public School Enrollment | Cost per Pupil | Number of Schools | SAT Scores: Math | SAT Scores: Verbal |
|--------------------------|----------------|-------------------|------------------|--------------------|
| 44,011 | \$10,316 | 64 | 526 | 533 |

Source: Loudoun County Public Schools, 2004

Labor Force (August 2004)

| | |
|---------------------------------------|---------|
| Civilian Labor Force (Loudoun County) | 124,264 |
| Unemployment Rate (Northern Virginia) | 2.0% |

Source: Virginia Employment Commission

At Place Employment

| Industrial Classification | Employees |
|------------------------------------|-----------|
| Agriculture, Forestry, Fishing | 388 |
| Mining | 175 |
| Utilities | 95 |
| Construction | 10,982 |
| Manufacturing | 4,281 |
| Wholesale Trade | 2,903 |
| Retail Trade | 11,683 |
| Transportation, Communication | 11,332 |
| Information | 10,330 |
| Finance, Insurance and Real Estate | 3,435 |
| Services | 32,576 |
| Government: State | 813 |
| Government: Local | 10,709 |
| Government: Federal | 4,812 |
| Total | 104,514 |

Source: Virginia Employment Commission, 2nd Quarter 2003

Major Employers

| Company | Employment Range |
|--|------------------|
| America Online | 1,000-4,999 |
| Atlantic Coast Airlines | 1,000-4,999 |
| MCI | 1,000-4,999 |
| Transportation Security Administration (USDOT) | 1,000-4,999 |
| United Airlines | 1,000-4,999 |
| US Post Office | 1,000-4,999 |
| Aerolink Transportation | 500-999 |
| FEMA | 500-999 |
| Loudoun Hospital Center | 500-999 |
| Orbital Sciences | 500-999 |
| Southland Concrete | 500-999 |

Source: Loudoun County Department of Economic Development

Major Colleges and Universities

| College/University | Loudoun Enrollment |
|-------------------------------------|--------------------|
| ECPI College of Technology | 3,900 |
| The George Washington University | 2,764 |
| Marymount University | 526 |
| Northern Virginia Community College | 5,000 |
| Old Dominion University | 1,050 |
| Patrick Henry College | 250 |
| Shenandoah University | 1,500 |
| Strayer University | 1,042 |

Source: Loudoun County Department of Economic Development, 2004



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| | |
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2004

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